

What is claimed is:

1. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers; and

a reporting feature in communication with the inventory information capture and the customer information capture, wherein the reporting feature includes a revenue report.

2. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers; and

a rental transaction feature in communication with the inventory information capture and customer information capture, wherein the rental transaction feature creates a rental agreement using information from the inventory information capture and the customer information capture, and wherein the rental agreement involves a plurality of self-storage units.

3. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers; and

an automatic payment feature in communication with the inventory information capture and customer information capture, the automatic payment feature having a credit card information capture to receive information regarding a credit card to be charged, wherein the automatic payment feature periodically applies rental charges to the credit card.

4. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers;

a rental transaction feature in communication with the inventory information capture and the customer information capture; and

an inventory management feature in communication with the inventory information capture, wherein the inventory management feature enables the user to modify the information pertaining to self-storage units.

5. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers;

a rental transaction feature in communication with the inventory information capture and the customer information capture; and

a rate setting feature in communication with the inventory information capture, wherein the rate setting feature communicates a rental rate to the inventory information capture.

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6. The automated self-storage management system of claim 2 wherein the customer information capture includes an authorized access identifier.

10 7. The automated self-storage management system of claim 2 wherein the customer information capture includes an emergency contact identifier.

15 8. The automated self-storage management system of claim 2 wherein the customer information capture includes a payment history.

20 9. The automated self-storage management system of claim 2 wherein the customer information capture includes a credit card identifier.

25 10. The automated self-storage management system of claim 2 wherein the plurality of storage units comprises a first storage unit and a second storage unit, an automatic payment feature applied to the first storage unit, and an invoicing feature applied to the second storage unit.

30 11. The automated self-storage management system of Claim 2 comprising a transfer feature that transfers a customer from an occupied room to a vacant room.

12. The automated self-storage management system of claim 11 comprising a fee calculator that calculates a

prorated rent for the occupied room and a prorated rent for the vacant room.

5 13. The automated self-storage management system of claim 1 wherein the reporting feature includes an audit report.

10 14. The automated self-storage management system of claim 1 wherein the reporting feature includes a cash intake report.

15 15. The automated self-storage management system of claim 1 wherein the reporting feature comprises data configured to be exported to an external financial database.

16. The automated self-storage management system of claim 2 wherein the inventory information capture comprises a map.

20 17. The automated self-storage management system of claim 1 wherein the reporting feature comprises a receipt for self-storage transactions.

25 18. The automated self-storage management system of claim 1 wherein the reporting feature comprises a vacancy report.

30 19. The automated self-storage management system of claim 1 wherein the reporting feature comprises a facility utilization report.

20. The automated self-storage management system of claim 2 further comprising a communication feature configured to allow communication between users.

21. The automated self-storage management system of claim 2 further comprising a letter generation feature.

5 22. The automated self-storage management system of claim 21 wherein upon occurrence of a predetermined criteria, the system generates a customer letter.

10 23. The automated self-storage management system of claim 22 wherein the letter pertains to an overdue fee.

24. The automated self-storage management system of claim 22 wherein the letter pertains to a rate increase.

15 25. The automated self-storage system of claim 22 wherein the letter pertains to an eviction.

26. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

20 an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers; and

25 an auction manager feature in communication with inventory information capture and customer information capture.

30 27. The automated management system of claim 26 wherein the auction manager comprises a customer notifier that generates a notice to customers regarding an auction.

28. The automated management system of claim 26 wherein the auction manager comprises a facility notifier that

generates a notice to a plurality of facilities regarding an auction.

29. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers; and

an auction manager feature in communication with inventory information capture and customer information capture, wherein the auction manager comprises a customer notifier that generates a notice to customers regarding an auction and a facility notifier that generates a notice to a plurality of facilities regarding an auction.

31. An automated self-storage management system for enabling a user to conduct self-storage transactions, the system comprising:

an inventory information capture having information pertaining to self-storage units;

a customer information capture having information pertaining to customers;

a rental transaction feature configured to create a rental agreement using information from the inventory information capture and the customer information capture, wherein the rental agreement involves a plurality of self-storage units, and

a reporting feature in communication with the inventory information capture and the customer information capture, wherein the reporting feature includes a revenue report.